



WEBER
HUMAN SERVICES

237 26th Street • Ogden, Utah 84401

Your Medicaid Mental Health Handbook

Si necesita un libreto en
español, llame a 625-3700

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Section 1—Introduction

Weber Human Services (WHS) provides aging, substance abuse and mental health services. **In this booklet we are going to tell you about mental health services only.** Call 801-625-3700 if you have questions about aging or substance abuse services.

When you are on Medicaid you are part of the Prepaid Mental Health Plan. You must get your mental health services from us if your Medicaid card says Weber Human Services. You cannot choose a different mental health plan, but you may be able to choose your provider. See Section IV in this booklet for information on choice of providers.

The purpose of this handbook is to help you get any mental health services you may need. You may get a copy of this booklet at least once a year. Just ask your therapist for a copy. Or, you can request a copy by calling 801-625-3700.

Section 2—Covered Services

What services does Weber Human Services provide?

WHS provides inpatient mental health care and outpatient mental health services. These include:

- Evaluations
- Psychological testing
- Individual and group therapy
- Medication management
- Individual skills training and development
- Psychosocial rehabilitation services (sometimes called day treatment or SDS)
- Case management services

WHS also has some other services such as adult residential and therapeutic foster care for children. If you think you need this kind of care, you may talk with your therapist about your needs.

Services are provided by licensed mental health professionals. This includes doctors, nurses, psychologists, social workers, professional counselors, and certified case managers. If you have questions about covered services, call us at 801-625-3700 and ask for the Managed Care Coordinator.

Section 3—Services Not Covered by the Prepaid Mental Health Plan

What services are not covered by Weber Human Services?

Medical care, dental care, and substance abuse services are not covered under the Mental Health Plan. Call us at 801-625-3700 if you have questions regarding covered services. You can also get information by calling your medical health plan or by calling Medicaid at 1-800-662-9651.

Section 4—Choice of Provider

May I choose my mental health provider?

Yes. Most of the time WHS will provide your mental health care. To the extent possible, your request for a specific therapist at WHS, or a therapist outside of WHS, will be approved. Call 801-625-3700 and ask for the Managed Care Coordinator to request more information about your choice of providers.

Section 5-- Transportation

How may I get help with transportation to Weber Human Services?

If you do not have your own transportation to and from your mental health appointments, call your local Department of Workforce Services at 626-3100. They will help you get a UTA bus pass.

Talk to your therapist if UTA bus service is not in your area or if you cannot use public transportation for some reason. If you are scheduling your first appointment, talk to the scheduler about your transportation needs.

Section 6-- Interpreter Services

What if my English is not very good or I am hard of hearing?

We know that it may be hard to talk with your therapist if your first language is not English or if you are hard of hearing. We may have therapists who speak or sign your language. You may ask to get services from them. Or you may ask for an interpreter.

Interpreters are free and are available in all languages, including sign language. Interpreters can help you over the

phone and be with you at your mental health appointments. They will help you talk with your therapist and will help you understand what your therapist is telling you.

If you need an interpreter, call 801-625-3700.

May I get this booklet in another language or format?

Yes. We also have this booklet and other important written information in Spanish. This booklet is also available on audio tape or compact disk (CD) in both English and Spanish.

To get a copy of this booklet in Spanish, or the audio tape or CD in English or Spanish, call 801-625-3700.

Sección 6.- Servicios de intérprete

¿Qué pasa si necesito un intérprete?

*Sabemos que podría ser difícil comunicarte con tu terapeuta si tu primer idioma no es el inglés, o si tienes dificultades auditivas. Tenemos intérpretes disponibles para todos los idiomas, sin costo extra alguno. Un intérprete es una persona que habla tu idioma. Un intérprete puede ayudarte al comunicarte por teléfono e ir contigo a tus citas de salud mental. Un intérprete te ayudará a comunicarte con tu terapeuta así como a entender lo que tu terapeuta te diga. También tenemos terapeutas que hablan otros idiomas además del inglés. Déjanos saber si necesitas un intérprete. **¿Puedo conseguir este folleto en otro idioma o formato? Sí.** Tenemos este folleto y otra información importante disponible en español. Este folleto también está disponible en audio cassette o en disco compacto (CD) tanto en inglés como en español. Para recibir una copia de este folleto en español, el audio cassette o CD en español llama al: (801) 801-625-3700.*

If you are hard of hearing, telephone relay service is available by calling Relay Utah at 711.

If your impairment is speech related, call 1-888-346-5822 and a specially trained person will help you. If you are Spanish speaking, call 1-888-346-3162. This service will also translate what you say into English.

Section 7 – Rights and Responsibilities

What are my rights as a client?

As a client at WHS, you have the right to:

- Get good treatment. It doesn't matter:
 - What your race is.
 - What your sex is.
 - If you have a disability.
 - What religion you are.
 - How old you are.
- Be treated with respect.
- Have your privacy protected.
- Get information on all treatment choices.
- Work with your therapist to plan your treatment.
- Say "No" to treatment.
- Not be held down or kept apart from others:
 - Just because it is easier for someone else.
 - To punish you.
 - To get back at you for something you did.
- Get a copy of your medical record, when allowed by law.
- Ask to change your medical record.
- Get information on the Medicaid Mental Health Plan.
- Complain if you feel you have been treated unfairly or discriminated against. You can get information about how to complain in Section 17 of this handbook.

What are my responsibilities as a client?

As a client of WHS, you have the responsibility to:

- Check in at Customer Service each time you come to see someone.
- Tell Customer Service staff if your address or telephone number changes.
- Tell your Medicaid eligibility worker if your address, telephone number or insurance changes.
- Tell Customer Service staff and your therapist if you no longer have Medicaid.
- Not be rude to staff or clients with words or actions.
- Work with your therapist to plan your treatment.
- Keep your appointments.

Section 8—Mental Health Advance Directives

What if I am ill and can't make mental health treatment decisions?

Utah law allows you to have a mental health advance directive. This is like an advance directive for medical treatment. This is called a “Declaration for Mental Health Treatment.” This will tell us in writing what treatment choices you want made if you are unable to make decisions later. Your declaration is effective only if you and two other adult witnesses sign it. If you want more information call 801-625-3700 and ask for the supervisor of Adult Services.

Section 9—Payment for Services

Will I ever have to pay for mental health services?

Yes, but you will never have to pay for emergency services.

You may have to pay for services if:

- You get a service that is not covered by the Medicaid Mental Health Plan
- You get a service that is not pre-approved by WHS

You should not have to pay for the service unless you signed in writing that you would pay for the service before you got the service.

You also may have to pay for services if:

- You ask for and keep getting mental health services during an appeal with WHS, or during a Medicaid State Fair Hearing. You may only have to pay for these services if the appeal or Medicaid Fair Hearing decision is not in your favor.
- You are not on Medicaid when you get the service.

Section 10—Getting Mental Health Services

How do I ask for mental health services?

You may make an appointment by calling 801-625-3700 or by coming to our office at 237 26th Street in Ogden. If you need services in the evenings, let us know when you call. Evaluations and some therapist services may be provided in the evenings.

If you need emergency care you will be seen right away. (See Section 11 that describes emergency care.)

We will give you urgent care for other conditions that need to be taken care of quickly, but that are not considered emergencies. If you need urgent care, we will see you within five working days. If

you do not have an urgent need for care, we will see you within 15 working days. If after you have scheduled an appointment your situation changes and you think you need to be seen sooner, be sure to call us. We'll talk about your needs again.

Where do I go for mental health services?

Our offices are located at 237 26th Street in Ogden.

Section 11—Emergency Services

What is an emergency?

An emergency may be when:

- You think your life is in danger.
- You may harm yourself or others.
- Your safety or others' safety is at risk.

What are emergency services?

These are services given to treat your emergency.

How do I get emergency care?

- WHS has 24-hour emergency services seven days a week. Call 801-625-3700 to get emergency care.
- Also, you may come to WHS between 8 a.m. and 5 p.m., Monday through Friday, and talk to a crisis worker right away.
- Day or night, you may go to any hospital emergency room. You do not have to get pre-approval for emergency care. Show your Medicaid card to the hospital. If you don't have your Medicaid card with you, tell them you have Medicaid and that WHS is your mental health provider. Have the hospital call 801-625-3700 and ask for the Managed Care Coordinator to tell us about the care they gave you.

Will I have to pay for emergency care?

No. You do not have to pay for emergency care. You will not have to pay for emergency care even if you get emergency care out of the area.

Do I have to pay for an ambulance to get to emergency care?

No. Medicaid will pay the ambulance company.

Section 12—Mental Health Care in a Hospital

How do I get mental health care in a hospital?

Hospital care is usually called post-stabilization services. WHS must pre-approve hospital care. We use McKay Dee Hospital for inpatient hospital care.

If a different hospital treats your emergency and wants to admit you to the hospital, the hospital **MUST** call us for approval. It's important to tell the hospital WHS is your Medicaid mental health provider. Have them call 801-625-3700 to get approval.

How do I get mental health care in a hospital if I am out of the area?

Go to the nearest hospital and ask for help. Again, be sure to let the hospital know you have Medicaid and that WHS is your Medicaid mental health provider. It is the hospital's job to call us when they admit you to ensure they have the necessary approval. Out-of-area hospitals must call 801-625-3700 to let us know they want to admit you for care.

Section 13—Services from Non-Plan Providers

May I get mental health services from someone outside Weber Human Services?

In special situations, you may go to a therapist outside WHS. You and the therapist must get approval before you get services outside WHS. Call 801-625-3700 and ask for the Managed Care Coordinator to talk about the request.

Remember, WHS must approve your mental health services if your Medicaid card says Weber Human Services. You may have to pay for care that we have not approved.

When will Weber Human Services tell me the decision?

We will usually make a decision on your request within 14 calendar days. Sometimes, we need more time to make a decision. We will let you know in writing if we need more time. The letter will also tell you that you may file a grievance if you are unhappy with our need to take more time. Also, you or

your therapist may want us to take more time for some reason. If so, let us know.

If you, your therapist or we think it's important to make a decision quickly, we will do so, generally in three working days.

We will give you our decision about your request in writing, and we will contact the therapist, too.

Section 14-- Actions

What are actions?

Actions are when WHS:

- Denies your services or approves fewer services than you requested.
- Decreases the number of services or ends a service we had previously approved. (It is not an action if you agree with the change in your treatment. It is only an action if you tell us you don't want the change.)
- Denies payment for a service that you might have to pay for.
- Does not provide your first appointment within the required amount of time for emergent, urgent or non-urgent care (see Sections 10 and 11 for more information) and you are not happy with this.
- Does not settle an appeal or a grievance you have filed with us as soon as we are supposed to.

How will I know if Weber Human Services is taking an action?

We will send you a letter called a Notice of Action. You may appeal the action.

Section 15—Appeals

What is an appeal?

An appeal is your request to have us look at the action again to reconsider the decision. If you need help filing an appeal you may call 801-627-3700 and ask for the Managed Care Coordinator. There is no charge for calling this number from Weber or Morgan County.

Who may file an appeal?

You, your legally authorized representative, or your provider may file an appeal. We will include an appeal form with your Notice of Action letter.

When do I have to file an appeal?

Your Notice of Action letter will give complete information on the appeal process. The letter will tell you how soon you must tell us you want to appeal the action.

Filing an appeal with continued benefits - You may continue receiving services during your appeal if the action you are appealing is to terminate, suspend or reduce previously authorized treatment. If you want to continue receiving services during your appeal you must file your appeal within 10 days of the Notice of Action letter or by the intended effective date of the action, whichever comes first. You may have to pay for the services you receive while filing your appeal if the appeal is not decided in your favor.

Filing an appeal without continued benefits - You must file your appeal within 30 calendar days from the date of the Notice of Action letter if you do not want to continue receiving services during your appeal.

When will Weber Human Services tell me the decision on my appeal?

WHS will usually give you a written decision within 15 calendar days after we get your appeal. Sometimes, we need more time to make the decision. We will let you know in writing if we need more time. Also, you may want us to take more time for some reason. If so, let us know.

We will usually make a decision within three working days if you, your provider or we think it's important due to health or safety reasons.

Section 16—MEDICAID STATE FAIR HEARINGS

What may I do if I am unhappy with the appeal decision?

You may ask for a Fair Hearing with Medicaid if you are unhappy with our decision on your appeal, or if we do not make a decision as soon as Medicaid wants us to. Your legally authorized representative or your provider may ask for a Fair Hearing with Medicaid if you want them to ask for you.

We will tell you that you may request a Fair Hearing with Medicaid when we send you our decision letter or when we send you a letter telling you we cannot make a decision in the required time.

The letter will tell you how and when to request the Medicaid Fair Hearing. We will also give you the Fair Hearing request form to send to Medicaid. You must ask for a Medicaid State Fair Hearing in writing.

Can I continue getting services if I request a Fair Hearing?

Yes, if the Fair Hearing is about our decision to reduce or stop services we previously approved. If you choose to keep getting services during the Fair Hearing process you must notify us of your choice within 10 days after WHS mails the written appeal decision letter. This time requirement is explained to you in your appeal decision letter.

If you want, you may bring an attorney with you to the Medicaid State Fair Hearing.

Section 17—Complaints/Grievances

What if I have a complaint?

A complaint is called a grievance.

Who can file a grievance?

You, your legally authorized representative, or your provider may file a grievance.

How do I file a grievance?

1. You can file a grievance by calling 801-625-3700 and asking for the Managed Care Coordinator. If you need help filing your grievance, tell the person at this number. There is no charge for calling this number from Weber or Morgan Counties.
2. If you want to talk to us about your grievance in person, come to our office at 237 26th Street and ask for the Managed Care Coordinator.
3. You may also give your grievance to us in writing. Please give it to the Managed Care Coordinator or give it to our Customer Service staff. Also, you may mail it to:

Weber Human Services

Managed Care Coordinator
237 26th Street
Ogden UT 84401

If you don't want to talk to us about your grievance, you may:

1. Call Medicaid Constituent Services at 1-877-291-5583.
2. Call the Office for Civil Rights at 1-800-368-1019 (TDD 1-800-537-7697).
3. E-mail the Office of Civil Rights at ocrmail.hhs.gov.
4. Go to the Office of Civil Rights website at <http://www.hhs.gov/ocr>.

Section 18 — Privacy

Who may read or get copies of my medical record?

WHS follows federal laws about privacy of your medical record. We do not use or share your protected health information except as federal law allows. When allowed by federal law, only the minimum necessary information is shared. We will talk to you about privacy when you first come to the WHS.

Section 19 — Weber Human Services Operations

What if I want to know more about how WHS operates?

Additional information about WHS is available if you ask for it. This includes information about our structure and operations, information on how we choose providers and what is required of them. Also, you can request more detailed information regarding our grievance system and our confidentiality policy. We will also give you a copy of preferred practice guidelines, if you ask.